

Complaint about childcare provision

Ref: EY434373/4302493

Date: 11 September 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 August we received concerns that this provider was not meeting some of these requirements. We visited on 4 September 2019 and issued a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

The provider has completed the actions within the timescale and remains registered with Ofsted.

Actions needed by 25 September 2019

ensure a written record is kept of all accidents and injuries and first aid treatment given to children while in your care

improve the implementation of risk assessments in the garden area to prevent children and staff from being exposed to any unnecessary risks

ensure written consent is obtained from the child's parent prior to administering non-prescription medication and keep a written record each time a medicine is administered

ensure staff are deployed effectively outdoors to meet the needs of all children and ensure their safety.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).